

NEWSLETTER

Editor, Kathleen Pursell

Arkansas SMP Program Coordinator

ARKANSAS SMP AWARDED NEW CAPACITY BUILDING GRANT

The Arkansas SMP was recently awarded a new one-year grant, in addition to our main grant award, by the U.S. Department of Health and Human Services Administration for Community Living. This grant was awarded for the purpose of expanding the capacity of the Arkansas SMP program to continue our work uncovering Medicare fraud and waste while providing beneficiaries in all areas of the state with the tools necessary to protect themselves as well as the Medicare trust fund by *prevention* through education and outreach.

Through this grant opportunity, we now have the resources available to share with our statewide partner organizations enabling them to join with us in achieving our goal of reaching every county in the state with the SMP message, as well as stepping up our volunteer recruitment efforts!

We are also planning to use some of the funding to help educate Arkansas seniors through media outreach (newspapers, TV, radio, etc.) on ways they can be effective at preventing healthcare fraud, waste and abuse.

We are pleased to have this additional funding to help better serve all communities across the state by educating the senior population on how easy it is to **PROTECT, DETECT AND REPORT!**

The 2012 SMP Regional Conference was held August 28-30 in Grand Rapids, Michigan. The theme of this year's conference was "Telling our Story: SMPs Making a Difference."

Attending the conference were representatives from SMP programs in Regions V - VII—Region VI includes Arkansas, Louisiana, Oklahoma, Texas, and New Mexico. It is always a great time reuniting with fellow SMPs and learning how each respective state manages their SMP program. The focus of this year's conference was on volunteer risk and program management initiatives. We invariably gain valuable knowledge and innovative ideas on how to better reach the seniors we serve in our state through outreach and education; successful ways of recruiting and training volunteers; and also various methods of educating the elderly about ways to protect themselves from becoming victims of the latest scams targeting them!

We are proud of our program in Arkansas and look forward to reaching out to the entire state bringing the SMP message of prevention of fraud, waste and abuse!

To read the complete announcement, including a list of the awards announced, visit: http://www.aoa.gov/AoA_programs/Elder_Rights/SMP/doc/SMP_Grants_Awards_FY2012.pdf.

For more information about Senior Medicare Patrol program, visit: http://aoa.gov/AoARoot/AoA_Programs/Elder_Rights/SMP/index.aspx.

"Our country's seniors, caregivers, and Senior Medicare Patrol volunteers are our eyes and ears in the fight against healthcare fraud," said **Kathy Greenlee, Administrator, Administration for Community Living and Assistant Secretary for Aging.**

"Last year, the Senior Medicare Patrol program taught more than 2 million beneficiaries how to look for Medicare fraud, and the funding announced today means that even more seniors will be able to join us in this important work."

<http://www.hhs.gov/acl/2012/09/20/hhs-enlists-seniors-to-fight-fraud/>



*Telling our Story:
SMPs Making
a Difference*

INSIDE THIS ISSUE:

NEW Medicare.gov	Pg 2
FRAUD in the News.....	Pg 3
HealthCare Blog.....	Pg 4
Volunteers in Action.....	Pg 5
IN THE SPOTLIGHT.....	Pgs 6-7
Like us on FACEBOOK.....	Pg 8
Pollett Message.....	Pg 9
DME Fraud Examples.....	Pg 10
Phone Numbers /Websites....	Pg 11
SMP Mission.....	Pg 12

Have you seen it?

REDESIGN OF MEDICARE.GOV!

In its commitment to provide better customer service, CMS (Centers for Medicare and Medicaid Services) redesigned the medicare.gov website making the content easier for beneficiaries, their families and caregivers to understand, and most of the content is accessible directly from the home page!

FEATURES INCLUDE:

- A search for whether a specific test, item, or service is covered under original Medicare;
- The ability to get customized information based on a beneficiary's specific situation;
- Quick links to replace a lost Medicare card, find a Medicare Advantage or prescription drug plan, and get help with health care costs.

The new design allows users to access the site through mobile devices, like tablets and smartphones making information such as coverage and cost details available anytime, anywhere!

Also, Medicare beneficiaries, counselors, and caregivers can check if a letter they received in the mail is an official communication from Medicare by viewing descriptions of Medicare mailings.

Users can easily access the “Medicare & You” handbook online to complement the hard copy that many beneficiaries still receive in the mail!

This new website design is the result of more than two years of research. CMS found out what users want—including being able to find out what Medicare covers, cost and coordination of benefits information, and searching for Medicare drug and health plans—and developed it in order to meet the needs of its audience!

To see examples of the new enhanced features, please visit:
<http://www.cms.gov/apps/files/Medicare-gov-LB.pdf>

To view and start using the new tools visit www.Medicare.gov.



“We did a lot of research into what sort of information beneficiaries and their caregivers really wanted most at their fingertips, and I think users will find this redesign very helpful. We’ve simplified the language and the homepage layout to make it easier and faster for visitors to get answers and a better understanding of Medicare necessary to get more control over their healthcare.”

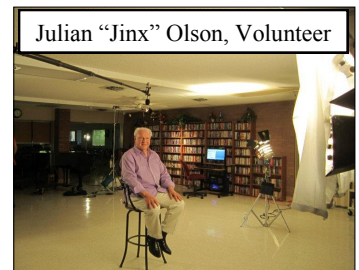
—Acting Administrator Marilyn Tavenner

DID YOU SEE THE SMP FRAUD PREVENTION COMMERCIAL ?

The Arkansas SMP debuted a 30-second TV commercial as well as radio spots about the SMP program, volunteers, and ways beneficiaries can help prevent fraud! The U.S. Department of Health & Human Services produced a similar commercial earlier this year, and we adapted it to our state program. The spots aired during the month of September on the three major networks in the Little Rock market and affiliate networks in the Fayetteville, Fort Smith, and Jonesboro market areas. If you missed it, you may catch it in October—it will air again on Channel 4 (KARK) and MeTV (KMYA).

The commercial was filmed at the Arkansas State Capitol and the Jack Evans Senior Center in Sherwood—Thank you, Don Hindman, for your hospitality and for allowing us the use of your facility! The commercial features DHS Deputy Director Steve Jones; DHS Division of Aging & Adult Services Director Krista Hughes; SMP Volunteer Carolyn Pollett, with RSVP of Central Arkansas; SMP Volunteer Julian Olson, with the Northeast Arkansas Center on Aging; and Kathleen Pursell, AR SMP Program and Volunteer Coordinator.

Here is a link to the commercial in case you haven’t seen it yet! <http://vimeo.com/user11251028/>





SETTLEMENT REACHED WITH PHARMACEUTICAL COMPANY

State Medicaid program to receive \$7.65 million in agreement with GlaxoSmithKline

LITTLE ROCK, AR — Attorney General Dustin McDaniel announced today that Arkansas, other states and the federal government have reached an agreement in principle with pharmaceutical company GlaxoSmithKline to resolve allegations that the company engaged in illegal marketing and pricing practices related to certain drugs it manufactures.

Under the terms of the settlement, GSK agreed to pay \$2 billion in damages and civil penalties to the federal government and the states. An additional fine of \$1 billion will be paid in connection with federal criminal charges related to drug labeling and FDA reporting.

Arkansas's Medicaid program will receive \$2.065 million. With federal matching funds added, \$7.65 million will go to Arkansas Medicaid.

"Arkansas taxpayers and beneficiaries of Medicaid should not be shortchanged by companies that choose to put profits over people," McDaniel said. "I am pleased that the states and federal government have pursued this settlement, and that money will be restored to the Arkansas Medicaid program as a result."

The state and federal governments alleged that GSK engaged in a pattern of unlawfully marketing certain drugs for uses for which the drugs were not approved by the FDA; made false representations regarding the safety and efficacy of certain drugs; offered kickbacks to medical professionals; and underpaid rebates owed to government programs for various drugs paid for by Medicaid and other federally-funded healthcare programs.

As part of the settlement, GSK has also agreed to plead guilty to criminal charges that it violated the federal Food, Drug, and Cosmetic Act in connection with certain activities.

The settlement was filed in the U.S. District Court of Massachusetts.

GlaxoSmithKline settles fraud case for \$3 billion

7/27/12—HEALTHCARE FRAUD Insurers share claims data with HHS to fight fraud

Hoping to clamp down on healthcare fraud, private payers like UnitedHealth and WellPoint are partnering with the U.S. Department of Health & Human Services to share more claims information and fraud prevention best practices. Also joining the initiative **announced** yesterday are America's Health Insurance Plans (AHIP), the Blue Cross Blue Shield Association and Humana, as well as agencies including the Justice Department and the Federal Bureau of Investigation. The partnership will share information on specific schemes, utilizing billing codes and geographical fraud hotspots to catch scam artists before they defraud insurers and prevent fraudulent billing to multiple insurers for care provided to the same patient on the same day in two different places. "There are mutual interests here in doing a better job at detecting what's probably some \$80 billion-plus per year in fraudulent payments across private and public sectors," Richard Migliori, UnitedHealth's VP of health services, told **Bloomberg**. "There's lot of enthusiasm for doing this right" (Dina Overland, FierceHealthPayer).

How doctors and hospitals have collected billions in questionable Medicare fees

The Center for Public Integrity recently reported their investigation of billing practices of doctors and hospitals that suggests that, over the past decade, thousands of medical professionals have billed Medicare at progressively higher rates by "upcoding" — that is, charging for more extensive and costly services than were actually delivered. **The cost for taxpayers — around \$11 billion!**

Deliberately inflating bills to boost profits is health\care fraud, but few offenders face any liability because Medicare rarely audits closely and has no way of recognizing upcoding. But you do. You will see 5-digit numbers on your Medicare Summary Notice that represent the amount of time the doctor spends with you during your office visit:—*examples below*:

99211: Minimal problem that takes 5 minutes or less of the doctor's time.

99212: Minor medical problem that typically requires 10 minutes face-to-face.

99213: Medical problem of low-moderate severity that typically requires 15 mins face-to-face.

99214: Medical problem of moderate-high severity that typically requires 25 mins face-to-face.

99215: Medical problem of moderate-high severity that requires medical decision making of high complexity and typically takes 40 mins face-to-face.

Keep a written record of your medical visits. Read your Medicare Summary Notice and look for the billing codes. If they are way out of line, call the Arkansas SMP 1-866-726-2916.

I've learned that ...to ignore the facts, does not change the facts.

Be aware of the following **SCAM(s):**

NEW MEDICARE CARDS!—This is an old scam that is, unfortunately, resurfacing! It has been reported throughout the state, so please be aware of callers asking for bank account information related to Medicare sending out NEW MEDICARE CARDS! These callers are targeting those on Medicare and they are only seeking your personal information! Remember, Medicare will not call you over the phone and ask for your bank account information! Protect your Medicare number and bank account information like you would a credit card!

GRANDPARENTS SCAM!—This, too, is an older scam that is making its way around Arkansas again! Caller (usually muffled voice, hard to hear) says “Grandma!” and Grandma says, “is that you Billy?” Caller then goes on to say that he is in trouble (jail) out of the country, begs Grandma not to tell mom and dad, and asks that Grandma wire money to get him out of jail! Be aware—once the money is wired, there is no way to get it back!

HealthCare.gov

Take healthcare into your own hands

HealthCare Blog

Seniors Fight Back Against Medicare Fraud

By Kathleen Sebelius, Secretary of Health and Human Services

Posted September 20, 2012

President Obama is making unprecedented strides in cracking down on healthcare fraud – already over \$10.7 billion has been recovered since he took office. And thanks to the Affordable Care Act, we have even more tools to stop fraud – including more law enforcement boots on the ground and more time in prison for criminals. We’re also using state-of-the-art technology to spot fraud, similar to what your credit card company uses. As a result, prosecution of healthcare fraud cases is up 75% since 2008.

But for all of our new technology and investigative muscle, the most valuable resource we have in the fight against Medicare are the millions of seniors who serve as our eyes and ears. Seniors who notice services they never received on their Medicare statements often provide the first tip that fraud is happening, so we’ve redesigned Medicare statements to make them easier to read and understand. And our Senior Medicare Patrol (SMP) programs are educating seniors, family members, and caregivers around the country about the

importance of reviewing their Medicare notices to identify errors and report potentially fraudulent activity.

That’s why the Obama Administration is investing more in the Senior Medicare Patrol. Today, the HHS Administration for Community Living announced more than \$7 million in new funding to support Senior Medicare Patrol projects around the country. This investment means more seniors will learn how to stand up for Medicare and will have even more support when they suspect that something isn’t quite right.

Seniors are paying attention and they are fighting back against the fraudsters who are trying to steal from Medicare.

I heard from a Medicare beneficiary in Texas who was asked to sign a work order for his diabetes supplies. He said that normally he would have just signed and thrown the paper away. But he had recently heard a presentation from the SMP at his adult day center, so he looked more closely and noticed that he was being charged \$7,000 for one month’s supply. So he asked his home nurse to help him call the National Hispanic SMP and together they figured out that the supplier was going to charge Medicare for 100 boxes of diabetes test strips and 100 boxes of lancets, even though he’d received only one of each. The SMP helped resolve the case and made sure that Medicare only paid for the supplies he actually needed and received.

Jerry Gilman, a 68-year-old Vietnam veteran from California, has a medical condition that often makes him dizzy and in danger of falling. His daughter, Deborah, and his doctor arranged for him to have a motorized chair to help him get around. But the chair that arrived was not the chair that Mr. Gilman ordered. It was smaller, flimsier, and made by an

entirely different manufacturer. Deborah called the supplier, but their hands were tied – Medicare had already processed the payment for the chair. So Deborah turned to the SMP for help. After weeks of investigating, they uncovered that someone had intercepted Mr. Gilman’s order and replaced it with the less sturdy chair. The SMP was able to work with Medicare to correct the problem, get Mr. Gilman the correct chair, and make sure that Medicare wasn’t charged twice.

Chuck Johnson in Montana received a telemarketing call offering him diabetic testing supplies that he didn’t want or need. But even though he was clear with the caller that he did not want anything, charges for those supplies showed up on his Medicare statement anyway. Mr. Johnson got in touch with the SMP to see if they could help fix the problem. Not only did his call mean that Medicare recovered money in his case, it also opened up a broader investigation into the organization that called him and could result in additional savings and prevented fraud.

These three stories are eye opening, but they are not unique. More than 1.5 million seniors have called SMP programs in cities around the country to ask questions and report potential fraud. Together they’ve saved Medicare and the federal government in excess of \$100 million.

To all of you reading your Medicare statements carefully and tipping us off to fraud, I say thank you. And I know your fellow American taxpayers say thank you, too.

To learn more about the SMP program and to join us in our fight against Medicare fraud, go to www.stopmedicarefraud.gov.

SMP VOLUNTEER(S) IN ACTION



South Arkansas
Center on Aging
VOLUNTEERS
Ruth Webb and
Sonnie Bell

host an SMP exhibit booth at
Discussions with the Doctor,
September 18, 2012 at
First Baptist Church
Child Learning Center
El Dorado, AR

WHY VOLUNTEER FOR THE ARKANSAS SMP?

Arkansas SMP (Senior Medicare Patrol) volunteers have many different reasons for volunteering!

Perhaps you—

- o have encountered healthcare fraud yourself or through helping a family member or friend;
- o have worked in the field of aging and understand how complicated the billing process can be and how vulnerable the elderly population can be;
- o are a Medicare beneficiary who is concerned about the integrity of the Medicare program;
- o want to volunteer because as a taxpayer you are angry about the waste of Medicare dollars!

Whatever the motivation, you will feel a sense of gratification in knowing you helped protect the Medicare program and those it serves! The Arkansas SMP has many volunteers statewide, but we are always looking for more! There are approximately 500,000 Medicare beneficiaries in Arkansas alone, and we need your help in getting the message to them!

If you or someone you know would like to volunteer, please contact Kathleen Pursell at 866-726-2916 or email: Kathleen.pursell@arkansas.gov.

QUICK TIP- Inpatient or Outpatient?

If you are classified as outpatient under "observation" and you think you have been formally admitted, it may cost you thousands of dollars!

Hospitals throughout the country have increasingly classified Medicare beneficiaries as observation patients instead of admitting them.

Ask your status! Don't assume you have been "admitted" just because you have a hospital arm band and a gown, or have been in the hospital for several days! You may be considered in "observation" status!

Call **1-866-726-2916** to receive your copy of the quarterly SMP Newsletter in the mail!

PROTECTING ARKANSANS

Protecting Arkansans is an educational, town hall-type seminar sponsored by AARP in partnership with the Office of the Arkansas Attorney General, Arkansas Securities Department, Arkansas Insurance Department, and Arkansas Department of Human Services, ***bringing state government to you with the message of consumer protection and fraud awareness.***

Look for the 2013 event schedule in future newsletters or please call **1-866-726-2916** for more information.

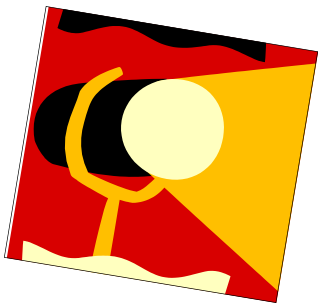


My mother taught me about the WISDOM of AGE...
"When you get to be my age, you will understand."

SMART911 / www.smart911.com

A new free service is available to all Arkansans. Arkansas is the first state to implement this program aimed at saving time and lives during an emergency!

Register important information to be displayed to 9-1-1 operators and first responders in case of emergency when dialing 9-1-1.



IN THE SPOTLIGHT! . . .

Really Special and Valuable People!

SMP Volunteer Training!

South Arkansas Center on Aging

El Dorado Connections/El Dorado RSVP

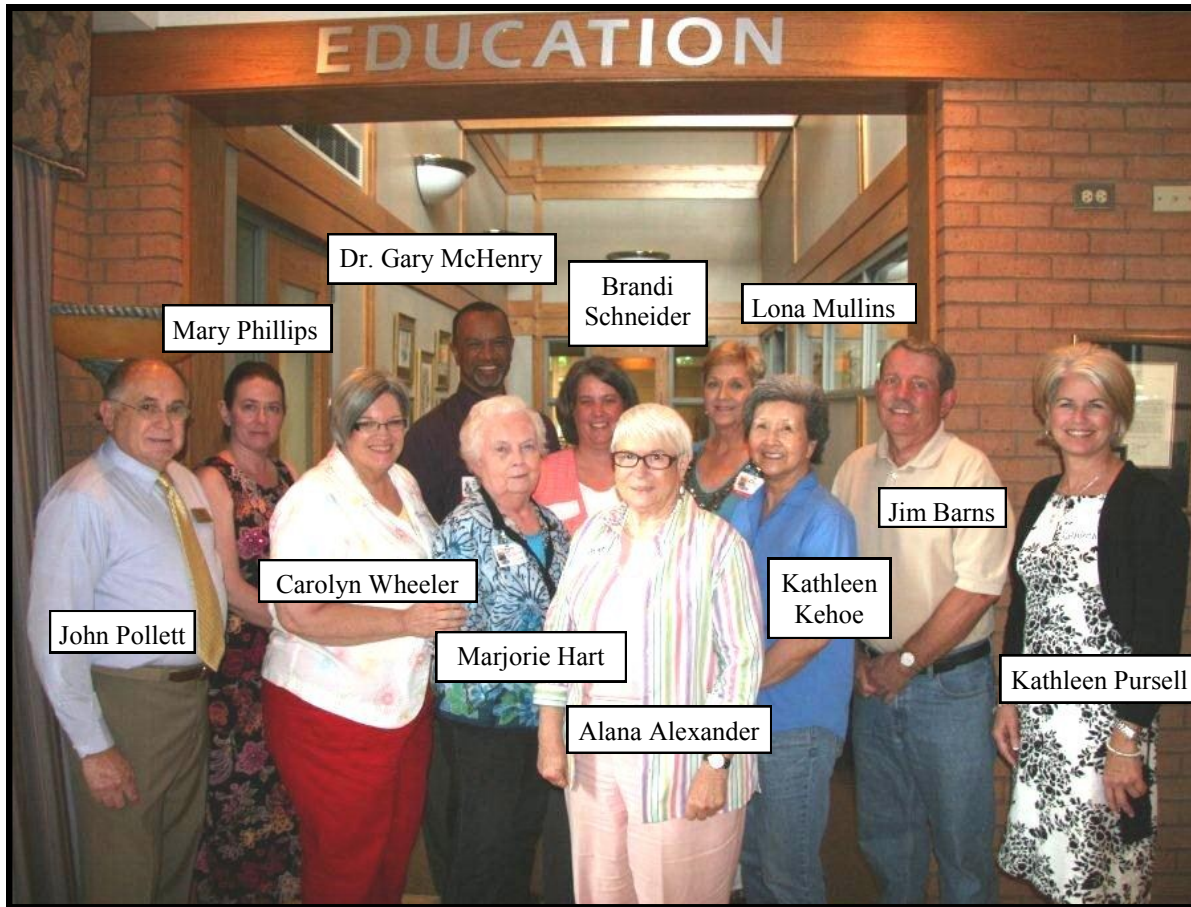
El Dorado Senior Circle

Thanks to the joint efforts of the three volunteer programs above, an SMP Volunteer Training was held on July 26, 2012 at the Ellis Center in El Dorado, AR. Seventeen new SMP volunteers were trained to share the SMP message throughout Ashley, Bradley, Calhoun, Chicot, Columbia, Dallas, Ouachita, and Union Counties in South Arkansas. If you live in one of these areas and would like to volunteer, please call 866-726-2916 and we will put you in touch with one of these organizations!



Standing left to right—Ruth Webb, Mary Talley, Margaret Lee, Carolyn Oakley, Shirley Gardner, Sonny Bell, Wanda Henry, Peggy Head, Janice Duguid, Linda Mayfield, Evelyn Crumpler, Geraldine Crook, Flo Sage, Tommie Lackman, and Loomis Bright. **Kneeling:** Cheryl Splawn, Lori DeWese and Margaret Gray. Those not pictured are Verne Harris and Wanda Bryant.

THE UAMS SCHMIEDING CENTER FOR SENIOR HEALTH & EDUCATION CENTER ON AGING



**YOU Can Help Fight
Medicare Fraud!
Join the Arkansas
Senior Medicare
Patrol!**

**CALL FOR
VOLUNTEER
OPPORTUNITIES
1-866-726-2916**

THE UAMS / SCHMIEDING CENTER FOR SENIOR HEALTH & EDUCATION / CENTER ON AGING hosted an SMP Volunteer Training on July 6, 2012 in Springdale, AR (picture above).

We are pleased to partner with the Centers on Aging in the Northwest Arkansas area allowing our program to reach seniors in the following counties: Baxter, Benton, Boone, Carroll, Izard, Madison, Marion, Newton, Searcy, Stone and Washington.

The Center educates seniors in the Northwest part of the state on ways to prevent healthcare fraud, errors and abuse and about current scams and how to keep from becoming a victim! The Center will also be recruiting and training volunteers in these areas to help spread the SMP message of prevention!

Please visit the Schmieding Center in Springdale for more information on volunteer opportunities or to schedule a presentation in your area! You may also call the Schmieding Center at 479-757-3333.

SOUTH CENTRAL CENTER ON AGING HELD TRAINING

The Senior Medicare Patrol offers great training for those who wish to volunteer in getting the word out about how to "Protect, Detect and Report" related to Medicare fraud and abuse.

The South Central Center on Aging, a partner of SMP, decided that the information was also extremely valuable

for healthcare professionals. Together with the Arkansas Geriatric Education Center, the South Central Center on Aging acquired approval to offer this program for continuing education credit for nurses.

On September 5, 2012, the first event was held aimed at educating nursing students and nurses to the problem of fraud and what they can do to help prevent it. Twenty-six individuals took part in

this training and of those, 20 agreed to work with SMP in a volunteer capacity! Plans are being made to offer this program again adding continuing education credits for other healthcare professionals such as pharmacists, therapists and social workers.

Theresa Horton, Director
South Central Center on Aging,
Pine Bluff, AR

**The Arkansas SMP
is scheduling presentations
for the remainder
of the year!**

**Call 866-726-2916 if you
would like us to come to
your area to speak
about current scams
and healthcare
fraud prevention!**

The ASMP offers group presentations, one-on-one counseling, and also provides a variety of educational materials and fraud prevention tools such as: Personal Healthcare Journal; Personal Medical Record; How to Read Your Medicare Summary Notice; and a Quarterly SMP Newsletter.

The ASMP believes that educated consumers are “empowered” to protect themselves, and the Medicare trust fund, from being taken advantage of!

The ASMP has a toll-free *HELpline* – **1-866-726-2916** – for reporting suspected Medicare and Medicaid fraud, waste and abuse; to schedule a fraud presentation in your area; or to request materials.

**YOU CAN Help Fight Medicare Fraud!
Join the Arkansas Senior Medicare Patrol!**

**CALL FOR
VOLUNTEER OPPORTUNITIES**

—1-866-726-2916—

For a free copy of **HOW TO READ YOUR
MEDICARE SUMMARY NOTICE** call
the Arkansas SMP at
1-866-726-2916

“LIKE” US ON **FACEBOOK!**

www.facebook.com/ARSMP

View pictures, latest fraud in the news, videos, etc.!
See what’s happening in the world of FRAUD!



**DOTTY
GUYETTE**

Graciously allowed a picture to be taken of her and her t-shirt for our newsletter!
We met Dotty when making an SMP presentation at the Independence County Senior Citizen Program in Batesville, AR on July 12, 2012.

**OPEN ENROLLMENT DATES FOR MAKING CHANGES
TO YOUR PART C AND PART D PLANS!**

OCTOBER 15

THRU

DECEMBER 7

**FOR ASSISTANCE IN MAKING SURE YOU ARE
IN THE PLAN THAT IS RIGHT FOR YOU**

CALL SHIP—1-800-224-6330

Medicare Plan Finder

Medicare Plan Finder is an online tool developed by Medicare to assist beneficiaries in finding the plan that is best for them. Using this tool, individuals have the option to complete a general or personalized plan search, the latter providing beneficiaries with more accurate cost estimates and coverage information.

To review Medicare's Plan Finder log onto:

[https://www.medicare.gov/find-a-plan/\(X\(1\)S](https://www.medicare.gov/find-a-plan/(X(1)S(2ddroxuykniraz55qen5fw55))/questions/home.aspx?AspxAutoDetectCookieSupport=1)

[\(2ddroxuykniraz55qen5fw55\)\)/questions/home.aspx?](https://www.medicare.gov/find-a-plan/(X(1)S(2ddroxuykniraz55qen5fw55))/questions/home.aspx?AspxAutoDetectCookieSupport=1)

[AspxAutoDetectCookieSupport=1](https://www.medicare.gov/find-a-plan/(X(1)S(2ddroxuykniraz55qen5fw55))/questions/home.aspx?AspxAutoDetectCookieSupport=1)

MEDICARE MARKETING GUIDELINES INCLUDE:

Agents/Brokers are prohibited from:

- Providing meals at marketing/sales events
- Making unsolicited contact with beneficiaries by

Email

Phone calls

Door-to-door solicitation

Approaching beneficiaries in
common areas

Exceptions: direct mail, print media

MEDICARE CARD NUMBER -- SAME AS SOCIAL SECURITY NUMBER !

We are always warning or suggesting that people on Medicare NOT carry their Medicare card with them and to treat it like they would their Social Security Card or a credit card – for good reason! In the event the card is lost or stolen, there is not only risk of fraudulent claims being billed to Medicare, but also the risk of IDENTITY THEFT! Over 11 million people were victims of ID theft just last year.

But, we often hear from beneficiaries that “my doctor wants to see my card” or “what if I am in an accident and rushed to the ER, I wouldn’t have proof of insurance with me and Medicare may not pay for my care.” These are valid concerns; however, even after several consumer advocates have complained to government agencies, still nothing has been done to change the number on the Medicare cards. The reason? Because it would be too costly and also healthcare providers and doctors nationwide would have to update all their records. There are more than 47 million Medicare beneficiaries and this would cost approximately \$800 million.

So, what should you do? We suggest that you only carry your card with you ONLY when you know you are going to your doctor or healthcare provider. In the event of an emergency, a hospital cannot deny you service, and a family member or caregiver can take your card to the hospital for you as soon as possible.

GUARD YOUR MEDICARE CARD! GUARD YOUR MEDICARE CARD! GUARD YOUR MEDICARE CARD!



A message from **JOHN POLLETT**

Parting is...

As I began thinking about my retirement, I realized how blessed I was to have had something that

makes saying goodbye so hard. I thought about all the wonderful people I have had the opportunity to work with and those I have met across the state. I thought about the volunteers and the organizations and agencies we have partnered with to expand our SMP outreach and education. But, most of all, I thought about the blessings I have received from the wonderful responses I have gotten from those of you who received our message and realized that our mission to prevent Medicare fraud was both meaningful and necessary, and that all of us, working together, could make a difference.

Therefore, I extend my heartfelt thanks to the SMP staff who tirelessly worked and traveled the state, to our SMP Advisory Council and the DHS administrators who believed in our program and

supported our efforts to grow, to our partners and sub-grantees who helped to extend our outreach to cover the entire state, and our wonderful volunteers who gave of their time and talents.

To Kathleen Pursell, my good friend and co-worker, and the real “heart” of Arkansas SMP, I say a very special thank you for your sincere concern, compassion, and love for our state’s seniors, and for trusting and believing that we could get the SMP message to *Protect, Detect, and Report* to seniors all across the state.

“God Bless and God Speed.” I am certain that you and LaToya will continue to carry the SMP torch in an exemplary fashion.

Finally, to borrow a line from Shakespeare’s *Romeo and Juliet*, “parting is such sweet sorrow”, I say to you that my “goodbye” is also sweet sorrow, and that I am looking forward to the next time we meet. **I am now an official SMP volunteer**, and I am excited about having the opportunity to continue sharing the SMP message and working with you to help prevent Medicare fraud in Arkansas.

Until we meet again,

John Pollett, former Director of the Arkansas SMP, retired August 31, 2012.

**DID YOU KNOW THE LOOKS OF THE
MEDICARE SUMMARY NOTICE
(MSN) WILL BE CHANGING IN 2013?**

The Centers for Medicare and Medicaid Services (CMS) have listened to you! Because they know the importance of reading your MSN, they have modified the MSN making it easier to read and understand.

You may have already seen these changes if you are registered on MyMedicare.gov.

TO VIEW SAMPLE PAGES OF THE
UPDATED MSN GO TO:

[http://www.cms.gov/apps/files/
msn_changes.pdf](http://www.cms.gov/apps/files/msn_changes.pdf)



For older
adults,
especially
people
aged 65
and older,
an annual

flu shot is critical and might
even be life-saving.

Visit the CDC

[2012-2013 Season:](#)

[What You Should Know](#) for flu
and flu vaccine information
specific to the
2012-13 flu season.

Seniors are particularly susceptible to identity theft. They are often targeted for phishing scams; some seniors have granted powers of attorney giving wide access to their personal information; and most seniors' Medicare cards list their Social Security numbers. In addition, the personal information of seniors may be vulnerable in hospitals, nursing homes, and other care facilities.

For instructions on what to do if your identity is stolen, download a copy of

"TAKING CHARGE:

WHAT TO DO IF YOUR

IDENTITY IS STOLEN" — The FTC's
68-page booklet on everything you
should know about identity theft.

[http://ftc.gov/bcp/edu/pubs/consumer/
idtheft/idth04.pdf](http://ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.pdf)

OR

For more information, www.FTC.GOV

FILING AN APPEAL WITH MEDICARE

What can you do if Medicare denies payment of a service you received?

If you have Original Medicare and when you receive your Medicare Summary Notice (MSN) you find that a claim for services you received has been denied:

→ **First, check to see if it was a billing error.**

Call the provider. Sometimes providers accidentally use the wrong codes when filling out Medicare paperwork, and this can result in Medicare denials. A denial can sometimes be easily resolved by asking your doctor to double-check that your claim was submitted with the correct codes. If the wrong code was used, ask your doctor to resubmit the claim with the correct code.

→ **Next, if the provider believes that the claim was correctly coded or is unwilling to resubmit the claim, your next step is to appeal. Appealing is easy and many people win. Please follow the instructions on your MSN for how to appeal.**

Circle the item that you want to appeal. If possible, get a letter from the provider stating the service was medically necessary and why. Send this with your MSN. Write "Please Review" on the bottom and sign the back. Make a copy for your files. Then mail the signed original to Medicare at the address on the MSN. Make sure you mail your appeal within 120 days of receiving the MSN.

Send your appeal certified mail or delivery confirmation.

Even if you sign an Advance Beneficiary Notice (ABN) that stated that you agree to pay for care if Medicare will not, you can still appeal; **however, you cannot appeal services that are never covered.**

Examples of Durable Medical Equipment (DME) FRAUD:

- ◆ Shipping more than the amount ordered or what is reasonably necessary
- ◆ Not giving credit when a patient returns items
- ◆ Upcoding - billing for more expensive items than the items actually shipped
- ◆ Billing Medicare for duplicate orders
- ◆ Forging documents that only a doctor is permitted to sign
- ◆ Faxing unsolicited authorizations to physicians for signature
- ◆ Stealing Medicare numbers to falsely bill Medicare for DME never provided

It is illegal for a medical supplier to make unsolicited telephone calls to Medicare recipients selling supplies and equipment, or offering free supplies or equipment in exchange for a Medicare number. If you receive any such unsolicited calls, hang up and report these calls to the Arkansas SMP—866-726-2916.

DME suppliers may call you if you have given written permission for the supplier to call you, or if the call is about supplies or equipment the provider has already supplied to you.

Online Social Security Statement

IMPORTANT PHONE NUMBERS:

AANHRR —AR Advocates for Nursing Home Residents	501-450-9619
AFMC —AR Foundation for Medical Care	1-888-354-9100
Area Agency on Aging	1-800-986-3505
Arkansas Attorney General Consumer Protection Division	1-800-482-8982
APS —Adult Protective Services (DHS)	1-800-482-8049
AR-GetCare —(Directory of Community-Based Services)	1-866-801-3435
Arkansas Rehabilitation Services	1-800-981-4463
AR SMP (Healthcare Fraud Complaints)	1-866-726-2916
Better Business Bureau (BBB)	501-664-7274
CMS —(Medicare)— (Centers for Medicare and Medicaid Services) (1-800MEDICARE)	1-800-633-4227
Community Health Centers of AR	1-877-666-2422
Coordination of Benefits	1-800-999-1118
DHS (Customer Assistance Unit)	1-800-482-8988
Do Not Call Registry	1-888-382-1222
Elder Care Locator	1-800-677-1116
Federal Trade Commission Report STOLEN IDENTITY	1-800-438-4338
ICan —Increasing Capabilities Access Network	501-666-8868
Medicaid —(Claims Unit)	1-800-482-5431
Medicaid Fraud Control Unit	1-866-810-0016
MEDICARE (CMS 1-800-MEDICARE)	1-800-633-4227
Medicare Part D	1-877-772-3379
Medicare Rights Center	1-800-333-4114
National Consumer Technical Resource Center	1-877-808-2468
National Medicare Fraud Hotline (1-800-HHS-TIPS) Office of Inspector General	1-800-447-8477
OLTC —Office of Long Term Care	1-800-LTC-4887
OLTC —Abuse Complaint Section	501-682-8430
Ombudsman —Statewide Office of Long Term Care	501-682-8952
Resource Center (ADRC) (DHS'S Choices in Living Resource Center)	1-866-801-3435
Senior Circle (Northwest Health System)	1-800-211-4148
SHIP (Senior Health Insurance Information Program)	1-800-224-6330
SMP Locator —(locate an SMP outside AR)	1-877-808-2468
SSA (Social Security Administration) Little Rock Office	1-800-772-1213 1-866-593-0933
SSA Fraud Hotline	1-800-269-0271
South Central Center on Aging	1-866-895-2795
Tri-County Rural Health Network	1-870-338-8900
UALR Senior Justice Center	501-683-7153
UofA Cooperative Extension Service	501-671-2000

HELPFUL WEBSITES:

ADRC—AR Aging & Disability Resource Center (DHS)—
www.choicesinliving.ar.gov/

AR-GetCare— www.ARGetCare.org
(Directory of Community-Based Services)

AR Advocates for Nursing Home Residents—
www.aanhr.org; e-mail: Info@aanhr.org

AR Long Term Care Ombudsman Program—
www.arombudsman.com

Arkansas 2-1-1— www.arkansas211.org (Get Connected. Get Answers)

Arkansas Aging Initiative — <http://aging.uams.edu/?id=4605&sid=6>

Attorney General— www.arkansasag.gov

Arkansas Attorney General Consumer Protection Division—e-mail: consumer@ag.state.ar.us

Area Agencies on Aging—www.daas.ar.gov/aaamap.html

Arkansas Foundation for Medical Care—www.afmc.org

Arkansas SMP—www.daas.ar.gov/asmp.html

BBB (Better Business Bureau)— scams and alerts—
<http://arkansas.bbb.org/bbb-news/>

CMS (Medicare-Centers for Medicare and Medicaid Services)
— www.cms.hhs.gov

Do Not Mail— www.DMAchoice.org

Elder Care Locator— www.eldercare.gov

H.E.A.T— www.stopmedicarefraud.gov/
(Healthcare Fraud Prevention and Enforcement Action Team)

ICan AT4ALL— Tools for Life—www.ar-ican.org

MEDICAID—www.Medicaid.gov

MEDICARE— www.medicare.gov

Medicare Interactive Counselor—
www.medicareinteractive.org

Hospital Compare— www.hospitalcompare.hhs.gov

MyMedicare.gov— www.mymedicare.gov
(Access to your personal Medicare claims information)

MyMedicareMatters.org (National Council on Aging)

Office of Long Term Care— <http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx>

Office of Inspector General—e-mail: HHSTips@oig.hhs.gov

Pharmaceutical Assistance Program—
medicare.gov/pap/index.asp

Physician Compare— www.medicare.gov/find-a-doctor

SMP Locator— SMPResource.org (locate an SMP outside of AR)

Social Security Administration— www.ssa.gov/dallas/state_ar.html

TAP— www.arsinfo.org (Telecommunications Access Program)

Tri-County Rural Health Network—
communityconnecting.net/home.html

UofA Cooperative Extension Service—
www.uaex.edu (or) www.arfamilies.org

Working Disabled—www.workingdisabled-ar.org



OUR MISSION

TO EMPOWER SENIORS

- * Medicare/Medicaid beneficiaries
- * People with disabilities
- * Nursing home residents & their families
- * Caregivers



TO PREVENT HEALTH-CARE FRAUD

Protect Personal Information

- * Treat Medicare/Medicaid and Social Security numbers like credit card numbers
- * Remember, Medicare will not call or make personal visits to sell anything!
- * READ and SAVE Medicare Summary Notices (MSN) and Part D Explanation of benefits (EOB), but **shred** before discarding

Detect Errors, Fraud, and Abuse

- * Always review MSN and EOB for mistakes
- * Compare them to prescription drug receipts and record them in your Personal Health Care Journal
- * Visit **www.mymedicare.gov** to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered by your doctor, etc.

Report Mistakes or Questions

- * If you suspect errors, fraud, or abuse, report it immediately! Call your provider or plan first.
- * If you are not satisfied with their response, call the Arkansas SMP.

TO RECRUIT & TRAIN VOLUNTEERS

- * Retired seniors
- * Retired health-care providers
- * Retired professionals, *e.g.*, teachers, accountants, attorneys, investigators, nurses

To receive the Arkansas SMP Newsletter electronically
email: kathleen.pursell@arkansas.gov

Current and archived newsletters available at:
www.daas.ar.gov/asmpnl.html



P. O. Box 1437 Slot S530
Little Rock, AR 72203-1437
<http://www.daas.ar.gov/asmp.html>

To Report Fraud, Waste & Abuse
Call the Toll-Free **Helpline**
8:00am-4:30pm: **1-866-726-2916**

SMP PARTNERS

El Dorado Connections RSVP
El Dorado, AR

EOA of Washington County RSVP
Springdale, AR

Texarkana RSVP
Texarkana, AR

RSVP of Central Arkansas
Little Rock, AR

Garland County RSVP
Hot Springs, AR

**Tri-County Rural Health
Network, Inc.**
Helena, AR

UALR Senior Justice Center
Little Rock, AR

**Senior Health Insurance
Information Program (SHIIP)**
Little Rock, AR

**UAMS Arkansas Aging Initiative
CENTERS ON AGING**

**Arkansas Foundation for Medical Care
(AFMC)**
Fort Smith, AR